



Agenda Item Number: 2009-5-6A

BERNALILLO COUNTY BOARD OF COUNTY COMMISSIONERS

Meeting Date: May 26, 2009

Department: Information Technology **Staff Contacts:** Paul Roybal, CIO

TITLE: Qwest (VoIP System Upgrade)

ACTION: Motion to approve exceeding the \$300,000 limit for expenditures for Qwest.

SUMMARY:

Pursuant to Resolution AR 88-2006, contracts exceeding \$300,000 require Board approval. Bernalillo County currently has a price agreement in place with Qwest for Cisco Networking/VoIP products and services.

The County's existing Voice over Internet Protocol (VoIP) telephony infrastructure is approaching the vendor's end of support and needs to be upgraded to a currently supported version to ensure that Bernalillo County can receive support for any VoIP issues that may arise and that the system is utilizing current hardware and software technology. This upgrade will replace all of the server components of the County's VoIP infrastructure including the Call Manager hardware and software, the Voice Mail hardware and software as well as the 911 location and Cisco Call Agent management hardware and software. The 911 location identification assists security and emergency personnel to identify the location from which a call to emergency service is placed. The Call Agent hardware and software provides phone support for high volume inbound call cycles such as elections and property valuation and tax billing.

FISCAL IMPACT

\$262,978.02 will be expended from Internal Order 2300062 - Contractual Services.

STAFF ANALYSIS SUMMARY

COUNTY MANAGER

This upgrade will significantly improve the County's VOIP infrastructure and provide better customer service. I recommend Board approval. TL 5/20/09

LEGAL

Approved as to form. JSL 5/18/09

FINANCE

Budget Approval of this agenda item will allow the purchase of the VOIP telephony infrastructure. Funding is available in general fund 11001, general county fund center 220201 in an Internal Order 2300062. Mario Ruiz, Financial Services Administrator I. 5/12/09

- Purchasing** RFP# 11-08-DE for Cisco Networking and VoIP was issued and awarded to Qwest Communication. Colin Spencer, Senior Buyer, 5/13/2009
- Contracts** The contract control number of 2007-0707 with an expiration date of 11/1/2011 outlines Qwest as an authorized vendor for Cisco related VoIP products and services. Colin Spencer, Senior Buyer, 5/13/2009
- Risk Management** No comment required. David A. Baca, Risk Management Director. 5/13/09

ELECTED OFFICIAL/OTHER

Information Technology

Approval of this agenda item will allow the Information Technology Department to upgrade its telephone hardware and software infrastructure to the current technology and software revision level. Paul Roybal, Chief Information Officer 5/20/2009